



**A STUDY ON THE EFFECTIVENESS OF UNION IN F&N BEVERAGES
MANUFACTURING SDN BHD AND F&N BEVERAGES MARKETING SDN BHD**

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**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
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JANUARY, 2014

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**Submitted in Partial Fulfillment of the requirement for the Bachelor of Business
Administration with Honors (Human Resource Management)**

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UNIVERSITI TEKNOLOGI MARA
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DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”**

I, Ashura Shuhada Bte Azizan, (I/C Number: 880811-04-5252)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

Date:

The Research Advisor

Mdm Harniyati Binti Hussin

Faculty Business of Management

University Teknologi MARA

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75300 Melaka, MALAYSIA

Dear Madam,

SUBMISSION OF APPLIED BUSINESS RESEARCH REPORT

Attached herewith is our research paper entitled “**A Study on the effectiveness of union in F&N Beverages Manufacturing Sdn Bhd and F&N Beverages Marketing Sdn Bhd**” as partial fulfilment for the requirements of Bachelor of Business Administration With Honours (Human Resource Management) at Universiti Teknologi MARA.

Thank you.

Regards,

ASHURA SHUHADA BINTI AZIZAN

ABSTRACT

Since the perceived efficiency of union's is one of the best predictors of an individual's willingness to vote for or join union, or maybe to know whether the role of union are effective enough or not. Employees might join union because they expected that union will represent for them to the management if any problems or issues occur. Sometimes they ask, does the union established are effective in handling their members' problem or meet their member's expectation, or does the union leader play their exactly important role towards their union members. And some of the employees also refuse to join union because they might afraid of having problems with management. This study conducted to measure what is the element to ensure the effectiveness of the union. Data were gathered through a survey of 90 union members of three active unions in F&N Beverages Manufacturing Sdn Bhd and F&N Beverages Marketing Sdn Bhd in Shah Alam, Malaysia.